

INFLUENCE OF LEADERSHIP STYLE AND WORK MOTIVATION TOWARDS EMPLOYEE PERFORMANCE RESTAURANT. (Studi at Bakul Daun Restaurant)

¹Ratna Komala Putri, ²Shendy Amalia, ³Didi Tarmidi, ⁴Reikhan Hafidz

ABSTRACT

The study was entitled The Influence of Leadership Style and Work Motivation Towards Employee Performance Restaurant. The purpose of this study was to determine the leadership style, work motivation and performance at the Bakul Daun Restaurant and determine the influence of the leadership style, work motivation and performance at the Bakul Daun Restaurant. The research method used in this research is a case study or descriptive and verification research methods with data collection techniques through the distribution of questionnaires to employees in the Bakul Daun Restaurant.

The results showed the leadership style at Bakul Daun Restaurant is good, employee work motivation is considered quite good and employee performance is considered quite high too. Leadership style influences performance, motivation influences employee performance and leadership style and motivation influences employee performance based on Bakul Daun Restaurant.

Keywords: *leadership style, performance, work motivation*

Introduction

Current developments, the Organization is increasingly aware of the changing circumstances in the era of globalization. The changes are very fast and the competition is Samakin strict, allowing any organization that wants to remain exist must be able to establish and maintain the high trust of the community. In order to achieve the balance in building and maintaining the business, the company must be able to manage its human resources optimally so that it has a positive impact for the company.

Many of the business establishments that have emerged in the city of Bandung while opening opportunities for employment, management needs to be more selective in the selection of labor, and so the workforce needs to choose a company that pays attention to its performance. Here are the number of business places of food and beverage in Bandung.

¹ Widyatama University, Indonesia. ratna.komala@widyatama.ac.id
^{2,3,4} Widyatama University, Indonesia.

Table 1.1

Growing percentage of large and small scale restaurants in Bandung year 2013 – 2017

Years	Growth (%)
2013	9,22 %
2014	11,40 %
2015	14,93 %
2016	15,37 %
2017	17,09%

Source: Bandung Central Board of Statistics (BPS)

According to table 1.1 above, the growth of restaurants in Bandung in 2013 until year 2017 increased annually. In this case it is seen that the progress of tourism world especially the world culinary tourism is getting better.

Bakul Daun Restaurant is required to always provide the best performance and quality. As a company engaged in food beverage services demanded to meet the needs of consumers.

Employee performance improvement is said to be important because it is the human being who manages the whole system in the company so that the company can benefit from it.

Robbins and Judge (2013:555) defines the performance of a result achieved by the employees in the work according to certain criteria that apply to a job, and which become indicators in the employee's performance assessment, namely: Quality. Quantity. Timeliness. Effectiveness. and independence.

Definition of management

The manajemen came from ancient French meaning "art of carrying and organizing". The settings are done through the process and organized according to the Order of management's functions. So management is a process of realizing the desired objectives. Management has a very broad meaning, it can mean process, art, and science. It is said that the process because in the management there are several stages to achieve the goal, namely planning, organizing, directing and supervision. It is said that art because management is one way or tool for a manager to reach the goal, where the application and usage depends on each-each manager has its own way and style. It says science because management can be learned and examined in real-truth.

There are several definitions of management in the age, although the definition has a variety of sounds, but in fact the elements in it are the same as: according to Appley and Oey Liang Lee (2013:16) management is the art and science, in management there is a strategy utilizing the energy and minds of others to carry out an activity directed at the achievement of a predetermined purpose. In management there are techniques that are rich with aesthetic values of leadership in directing, influencing, supervising, organizing all supporting components to achieve the intended purpose. According to G.R. Terry (2012:16) explaining that management is a distinctive process consisting of planning, organizing, mobilization and control measures to determine and achieve objectives through the utilization of resources People and other resources. It can be concluded that management is a process consisting of planning, organizing, directing, and supervising through the utilization of resources and other resources effectively and efficiently to achieve certain objectives (Athoillah, 2014).

3.1 Destinations

This research is intended to obtain data and information necessary to compose a thesis that is one of the conditions that the author needs to fulfill in obtaining a Bachelor of Economics degree in business faculty and management of study Program Management at Universitas Widyatama Bandung. The objectives of this study include:

1. To know and analyze the leadership style, work motivation and performance of the Bakul Daun dining House
2. To know the influence of leadership style on the performance of employees in the Bakul Daun dining House
3. To know the impact of work motivation on the performance of employees at Rumah Bakul Leaf Restaurant
4. To know the influence of leadership style and motivation to the performance of employees at Rumah Bakul Leaf Restaurant

3.2 Benefits of research

The results of the research obtained are expected to bring benefits including:

3.2.1 Academic Uses

To fulfill one of the requirements in obtaining a Bachelor of Economics degree (S1) in Widyatama University and the research is expected to be used as a study or reference material for students of Widyatama University and can be used As similar research materials.

3.2.2 Practical uses

The results of this research are expected to be used for the input for Rumah Makan Bakul Leaf in conducting leadership style and work motivation to produce the company's desired employee performance.

4.1 Research Objects

According to Sugiyono (2014:2) The research object is the scientific target to get the data with specific purpose and usability about something objective, valid, and reliable about a particular thing (variable).

4.2 Research Methods

4.2.1 Types of research methods

According to Sekaran (2014:4-7) research is the process of finding a problem solution after conducting a thorough study and analyzing the situation factors. Research provides the necessary information to guide making informed decisions in order to solve problems successfully. In Sekaran, (2014:155) case studies are research conducted in other similar organizational situations, which is also a method of problem solving, or to understand the phenomenon of interest and produce further knowledge in the The field.

In this study, researchers used case studies or methods of descriptive and verifedative research. According to Sekaran (2014:158) A descriptive method is a method of research done to know and to explain the characteristics of variables examined in a situation. The purpose of descriptive research is to provide researchers with a history or to describe aspects relevant to the phenomenon of attention from a person's perspective, organization, industry orientation, or other. A descriptive study displays data in a meaningful form, thereby helping to:

- 1) Understand the characteristics of a group in certain situations.
- 2) think systematically about various aspects of the situation.
- 3) Provide ideas for further investigation and research.
- 4) Make certain simple decisions (such as how many and types of people like what is transferred from one part to another).

While the Verificative method is to test a knowledge. The Verificative method aims to conduct a hypothesis test, the impact of variable X to variable Y. Additionally, this study uses the survey method, which samples the data of a population and uses questionnaires as a data collector tool. The underlying.

RESULTS OF RESEARCH AND DISCUSSION

Research Results

The research was conducted in Bakul Daun dining House. The purpose of this research is to know the influence of leadership styles and motivation for performance, in this research questionnaire divided into three variables namely work motivation, leadership style and performance.

Influence of leadership style and work motivation to performance.

Based on the results of the research data processing of leadership style and work motivation to performance, it is done partially and simultaneously.

Classic Assumption Test

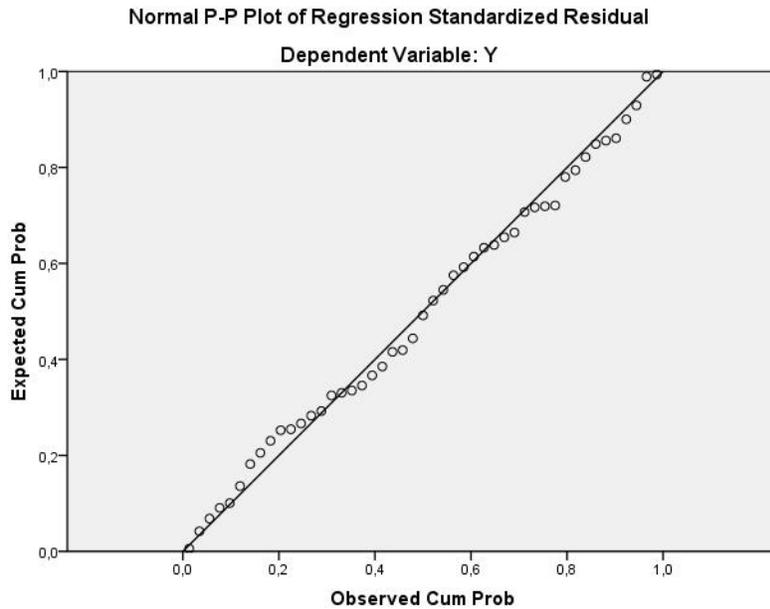
A linear regression model can be called as a good model if it meets the classic assumption. Therefore, a classic assumption test is indispensable before conducting a regression analysis. The classic assumption test used in this study is test of normality, heterokedaticity test, multicholinerity test and linearity test.

1. Test normality

Test normality aims to determine the normal or absence of a distribution of data. Essentially, test normality is to compare between the data researchers have and the normal distribution data that has the same mean and standard deviation as the researcher's data. Test normality is important because one of the conditions of parametric-test testing is that the data should be a normal distribution. Test criteria for normality testing:

- A. The numerical significance of the test Kolmogorov – Smirnov Sig. > 0.05 shows normal distribution data
- B. The number of the significance of the test Kolmogorov – Smirnov Sig. < 0.05 shows undistribution of normal data

The following is a data propagation of respondents based on the results of a processed questionnaire:



Normal P-P Plot

Source: SPSS Data Results 20.0

Based on the image above, it can be noted that the respondent's answers spread well. It can be seen that the image follows the line and is around the line.

Test result normality by using the result as follows:

Table

Test Kolmogorov – Smirnov

One-Sample Kolmogorov-Smirnov Test

		X1	X2	Y
N		47	47	47
Normal Parameters ^{a,b}	Mean	17,2128	20,7234	16,5532
	Std. Deviation	4,88091	5,09348	4,12737
Most Extreme Differences	Absolute	,125	,173	,085
	Positive	,078	,086	,064
	Negative	-,125	-,173	-,085
Kolmogorov-Smirnov Z		,859	1,189	,583
Asymp. Sig. (2-tailed)		,452	,118	,886

a. Test distribution is Normal.

b. Calculated from data.

The results of the table above show that the significant values > 0.05 are 0.452, 0.118 and 0.886 indicate normal distribution data so that the next test is feasible.

2. Coefficient of determination

To determine the impact of work motivation on performance based on the R square value of 0.647 or 64.7%, then the size of the influence of the leadership force of performance is 64.7% and the rest is influenced by other factors.

3. Hypothesis Testing

To find out if the hypothesis was accepted or rejected, then the T test is done with the following hypothesis:

H0: = 0 Motivation work has no effect on performance.

H2: ≠ 0 The motivation of work affects performance.

Test criteria:

-If T count the table $\geq T$, then Ho rejected and Hi received, the motivation of work affects performance.

-If T counts the $< t$ table, then Ho is accepted and Hi is rejected, the motivation of work affects performance.

To specify T count is used with the help of SPSS as follows:

Hypothesis test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,520	,325		1,599	,117
	X2	,810	,089	,804	9,073	,000

a. Dependent Variable: Y

3. Coefficient of determination

The calculation of the coefficient of determination is done to find out the role or contribution of variable motivation and leadership style to performance. Efficiency is the number of the correlation coefficient. The result of analysis of the coefficient of determination can be seen in table 4.36. The coefficient of multiple determinations of $R^2 = 0.795$ or 79.5%, meaning that the leadership style and motivation of work affect 79.5% on performance, while the rest can be caused by the influence of other factors.

4. Simultaneous testing (test F)

Simultaneous testing is used to determine the value that provides the strong influence or relationship between two or more variables together. We can simultaneously test whether multiple regression is significant (real or not). In other words, we are going to test if multiple regression results show that the variable motivation and leadership style jointly affect the performance or not. The results of simultaneous testing/statistical test F can be seen in the following table:

Table 5.39

Test F

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	623,238	2	311,619	85,493	,000 ^a
	Residual	160,379	44	3,645		
	Total	783,617	46			

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

Testing is conducted with statistical tests, with the following steps:

1. Define the statistical hypothesis

H0: $\beta_3 = 0$ leadership style and work motivation have no effect on performance.

H3: $\beta_3 \neq 0$ style of leadership and motivation of work affect performance.

2. Determine the significance of $\alpha = 5\%$ with degrees of freedom $(DF = n - k + 1) = 47 - (1 + 2) = 44$

Where:

R = value of partial correlation coefficient

n = number of samples

k = number of free variables

3. Find the value Fcount, where the value can be seen from the results of the output table above ANOVA, namely 85.493.

4. Determining acceptance and rejection of alleged hypotheses submitted, with testing criteria:

1. H0 rejected if $f_{count} \geq f_{table}$

2. H_0 is acceptable if $f_{calculate} < f_{table}$ based on the result obtained from the F_{count} comparison with F_{table} is H_0 rejected because: $f_{calculate} 85.493 > F_{table} 3.21$.

Or decision-making based on significance:

1. $F_{sig} < \alpha$, then the H_0 is rejected, meaning the independent variable simultaneously affects the dependent variable 2. $F_{sig} > \alpha$, then H_0 diterima, meaning the independent variable simultaneously does not affect the dependent variable.

Then the result gained from the comparison of significance levels is H_0 rejected because: $F_{sig} 0.00 < 0.05$.

Of the two interpretations above, it can be concluded that the variable style of leadership and motivation of work significantly affect the performance in the Bakul Daun dining House.

Conclusion

Based on the results of the research that has been done as well as in the previous discussion on the influence of leadership styles and the motivation to the performance of employees in the Bakul Daun dining House, the authors can draw conclusions as follows.

1. Leadership style is assessed well and in accordance with the work environment that is at home in the Bakul Daun dining House. As for the highest judgment on policy-issuing statements, the leadership rarely conducts deliberations with its subordinates, while the lowest value on the statement of power or authority in the Bakul Daun dining House is absolute at the head.

The motivation of employees' work at Rumah Makan Bakul Daun is quite good. The highest value is found in well-received statements by fellow employees in the corporate environment, while the lowest value is on an open superior's statement to assist me in promoting the employee's career.

High rated employee performance is quite good. The highest statement on the employee is able to do the job given by the leadership, while the lowest value on the statement of many jobs received by the employee gives the spirit of work.

2. The leadership style affects the performance of Rumah Makan Bakul Daun employees, which suggests that the leadership style was assessed according to the conditions at Rumah Makan Bakul Daun, although most employees feel quite agreed with The power or authority that is in the Bakul Daun dining House is absolutely at the helm, this is because the employee is given full responsibility to the work but not given the opportunity to innovate the work.

3. Motivation to affect the performance of employees of Rumah Makan Bakul Leaf This shows that the business smoothness of the company because of the high motivation of the employees themselves and the motivation given by the company. However, employees judge that superiors are not fully open to assisting employees in promoting their careers, it is considered reasonable because at Rumah Makan Bakul Daun The career path provided is very limited.

4. The style of leadership and motivation affects the performance of Rumah Makan Bakul Daun employees, so if the leadership style has been applied in accordance with the wishes of employees and employees high motivation in working then employees are able to Improve performance well.

REFERENCES

- Appley A, Lawrence, Lee, Oey, Liang. 2010. Pengantar Manajemen. Jakarta. Salemba Empat.
- Aswandi, Agus, 2013, Pengaruh Pengembangan Karir Terhadap Motivasi kerja, Jurnal Ekonomi Bisnis Vol,3 Th 2013.
- Athoillah, Anton. 2014. Dasar-dasar Manajemen. Bandung: CV Pustaka Setia.
- Bohlander, George., and Snell, Scott. 2012. Principles of Human Resource. Management, 15th ed. Mason, OH: South Western – Cengage Learning.
- Dessler, Gary. 2014. Manajemen Sumber Daya Manusia. Jakarta: Salemba Empat.
- Dewi Puspa. 2015. Pengaruh Gaya kepemimpinan Finansial, Gaya Kepemimpinan, dan Motivasi Kerja Terhadap Kinerja Karyawan pada Perusahaan Manufaktur di Jawa Timur.
- Dwi Priyanto, 2009. Mandiri Belajar Dengan Program SPSS. Jakarta Selatan : Penerbit Buku Kita.
- Edy, Sutrisno. 2011. Manajemen Sumber Daya Manusia. Penerbit: Jakarta, Kencana.
- Febiningtyas dan Ekaningtias. 2014. Pengaruh Kepemimpinan, Motivasi, dan Disiplin Kerja Terhadap Kinerja Karyawan Bagian Keuangan Di Unit Kerja Daerah Di Kabupaten Tulungagung.
- F. Rudi Dwi Wibawa & Theo Riyanto. 2012. Siap Jadi Pemimpin? Latihan Dasar Kepemimpinan. Yogyakarta: Kanisius.

- George dan Jones, 2005, Understanding and Managing Organizational Behavior 4th Edition, Pearson Prentice Hall.
- George R. Terry, 2013. Dasar-dasar Manajemen, (Terje: G.A Ticoalu), CV. Alfabeta, Bandung.
- Gorda, I Gusti Ngurah. 2006. Manajemen Sumber Daya Manusia, Edisi Revisi. Denpasar: Astabrata Bali.
- Gozali, Saydam. 2005. Manajemen Sumber Daya Manusia Jilid 2. Jakarta: Gunung Agung.
- Ghozali, Imam. 2013. Aplikasi Analisis Multivariate dengan Program IBM SPSS 21 Update PLS Regresi. Semarang: Badan Penerbit Universitas Diponegoro.
- Gusti Agung Ayu Maya, Prabasari Gusti, dan Salit Ketut Netra. 2016. Pengaruh Motivasi, Disiplin Kerja dan Komunikasi terhadap Kinerja Karyawan pada PT.PLN (PERSERO) DISTRIBUSI BALI.
- Hariandja, 2013, Manajemen Sumber Daya Manusia, Grasindo, Jakarta.
- Hasibuan, Malayu. 2014. Manajemen Sumber Daya Manusia. Jakarta: Bumi Aksara.
- Hendra, Syafrizul. 2008. Persepsi Karyawan atas Penerapan Gaya Kepemimpinan Situasional Kepala Bagian Customer Service pada PT CV Titipan Kilat Kantor Pusat Jakarta. Skripsi: Fisip Universitas Indonesia.
- I.G Komang Samudra. 2016. Pengaruh Motivasi Dan Kepuasan Kerja Terhadap Kinerja Karyawan Koperasi Di Denpasar.
- Kadarisman, M. 2012. Manajemen kompensasi. Jakarta: Rajawali pers.
- Mahmudi, 2005. Manajemen Kinerja Sektor Publik. Yogyakarta : UPP AMP YKPN.
- Mangkunegara. 2009. Evaluasi Kinerja Sumber Daya Manusia. Bandung: Penerbit Refika Aditama.
- Mangkunegara, 2013, Manajemen Sumber Daya Manusia Perusahaan, Remaja Rosdakarya, Bandung.
- Marwansyah. 2014. Manajemen Sumber Daya Manusia, Edisi Kedua, Alfabeta, Bandung.
- Mathis, Robert & Jackson, John. 2011. Human Resource Management (edisi 10). Jakarta : Salemba Empat.
- Mohammad Faisal. 2014. Pengaruh Gaya kepemimpinan Dan Motivasi Kerja Terhadap Kinerja Karyawan Perusahaan Daerah Air Minum (Pdam) Surakarta.
- Nuraini Firmandar. 2016. Pengaruh Gaya kepemimpinan Terhadap Kinerja Karyawan Dengan Motivasi Kerja Sebagai Variabel Moderasi (Studi Pada Bank Syariah Mandiri Kantor Cabang Yogyakarta).
- Puspita Wulansari, Andre Harjana Damanik, & Arif Partono Prasetio. 2014. Pengaruh Gaya kepemimpinan Terhadap Motivasi Karyawan Di Departemen Sumberdaya Manusia PLN kantor Distribusi Jawa Barat dan Banten.
- Rahayu, Risyah. 2014. Pengaruh disiplin kerja terhadap kinerja karyawan pada PT. Galamedia Bandung Perkasa. Repository Widyatama.
- Riduwan. 2012. Metode & Teknik Menyusun Proposal Penelitian. Bandung: Alfabeta.
- Ririvega Kasenda. 2014. Gaya kepemimpinan dan motivasi pengaruhnya terhadap kinerja karyawan pada pt. Bangun wenang beverages company manado.
- Rivai, Veithzal. 2011, Manajemen Sumber Daya Manusia untuk Perusahaan: dari Teori ke Praktik, Jakarta : RajaGrafindo Persada.
- Robbins, Stephen, 2006, "Perilaku Organisasi", Prentice Hall, edisi kesepuluh.
- Robbins, Stephen P. 2011. Organizational behavior. Pearson education. New Jersey 07458. 37-39*.
- Robbins, Stephen P., and Mary Coulter. 2012. Management. 11th. Prentice Hall., New Jersey.
- Robbins, S.P dan Judge T.A. 2013. Perilaku Organisasi. Jakarta: Salemba Empat.
- Sastrohadwiryono. 2012. Manajemen Tenaga Kerja Indonesia Pendekatan Administrasi dan Operasional. Jakarta : Bumi Aksara.
- Sedarmayanti. 2011. Manajemen Sumber Daya Manusia. Reformasi Birokrasi dan Manajemen Pegawai Negeri Sipil, Cetakan Kelima, PT Refika Aditama, Bandung.
- Sekaran, Uma. 2014. Metodologi Penelitian untuk Bisnis (Research Methods for Business). Buku 1 Edisi 4. Jakarta: Salemba Empat.
- Simamora, Henry. 2006. Manajemen Sumberdaya Manusia. Yogyakarta: Sekolah Tinggi Ilmu Ekonomi YKPN.
- Stoner, Samangoei, Pengertian Kepemimpinan 2011. <http://andriadifwa.blogspot.co.id/>
- Sugiyono. 2012. Metode Penelitian Kuantitatif Kualitatif dan R&D. Bandung: Alfabeta.
- Sugiyono. 2014. Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif Dan R&D. Bandung: Alfabeta.
- Sugiyono. 2016. Metode Penelitian Kuantitatif Kualitatif dan Kombinasi (Mixed Methods). Bandung: Alfabeta.
- Suwanto. 2011. Manajemen Sumber Daya Manusia dalam Organisasi Publik dan Bisnis. Alfabeta. Bandung.
- Suwatno & Priansa, D. 2011. Manajemen SDM dalam organisasi Publik dan Bisnis. Bandung: Alfabeta.
- Tanjung, Hendri & Devi, Abrista. 2013. Metodologi Penelitian Ekonomi Islam. Jakarta: Gramata Publishing.
- Wibowo, 2014. Manajemen Kinerja, Edisi keempat, Rajawali Pers, Jakarta.